



## FREQUENTLY ASKED QUESTIONS

### What is the City Lights Program?

Qualifying commercial customers can receive a lighting energy assessment that will identify the opportunities for energy savings. Upon completion of the energy assessment, you will receive a report detailing these opportunities for energy efficiency improvements.

If you elect to have us install these recommended measures, we will assist you in applying for a **0% interest** loan thru ACCION Texas on behalf of the City of San Antonio, Office of Environmental Policy. for up to \$3,000.00. This loan is made possible by the American Recovery and Reinvestment Act through the Department of Energy. In addition, CPS Energy is providing incentives to reduce your cost.

Customers who elect to install efficiency measures will see a quick return on investment through energy savings. Customers participating in this program save on their energy expenses, and contribute to improving the local environment.

### Who qualifies?

This program is open to commercial customers of CPS Energy who are located within the San Antonio City Limits. Customers must have an established CPS nonresidential account under a valid CPS Energy commercial, industrial and or agricultural rate. The account must have been active for the last 36 months in the same business with the most recent 12 months usage at the current meter. If the business leases their space a minimum lease term of 1 year is required. Customers must be in good credit standing with CPS Energy with no disconnect notices in the past 12 months and no deposits pending or on hand with CPS. The facility size must be 15,000 square feet or fewer and employ 50 individuals or fewer.

### How do I determine whether or not I qualify?

#### CPS Customers:

By answering yes to the following questions you can determine if you meet the basic criteria to apply for this program:

1. Is the site located within San Antonio City limits?
2. Do you currently have CPS Energy electrical service at this location?
3. Is the location on a commercial, industrial or agricultural rate (nonresidential)?
4. Have you had CPS Energy electrical service for this business for the past 36 months?
5. Has your CPS Energy account been for the current meter for the last 12 months?
6. Is your CPS account in good standing with no disconnection notices in the past 12 months and no deposits pending or on hand with CPS Energy?
7. Is the facility 15,000 square feet or fewer?
8. Does the location employer 50 employees or fewer?

## **How do I participate?**

Interested businesses can enroll in the program using the web sign-up page at [www.sanantonio.gov/oep](http://www.sanantonio.gov/oep) or by contacting a City staff representative of the City Lights Program at 207-6103. Once you have enrolled to participate in the program, an Energy Service Representative will contact you in the next few days to schedule your free energy assessment.

## **Who will install the equipment?**

Working on behalf of the City of San Antonio, all lighting energy assessments will be performed by EnerPath Services, Inc. Lighting replacements and installations will be performed by licensed subcontractors under the direction of EnerPath.

## **What will the installation entail?**

Installation typically takes a few hours, but may vary based on the size of the location and the number of light fixtures being retrofitted. Installers will contact each customer to schedule a time to come out. It is important that customers allow the installers adequate access to all areas of the site so they can complete their work. While the installers will take the greatest care to ensure that customers are not inconvenienced by the installation, some areas may be temporarily unavailable during the time of installation. Communication with the installation crew is paramount to ensuring minimal disruptions.

## **Can I keep my old lamps and ballasts?**

No. The lamps and ballasts that the installers will remove from your site will no longer be compatible with your new equipment and must be removed. Many energy efficiency programs are structured in this way because re-installing old equipment will not allow customers to realize the savings of the new equipment and removal of old products helps to ensure that customers remain as efficient as possible. It is required by law to properly dispose of materials that may be considered hazardous waste.

## **What will I need to replace the new lights with?**

T8 linear fluorescent lamps can be found at any hardware store and cost approximately the same to replace as the bulbs you were previously using. Incandescent lamps will be replaced with screw-in compact fluorescent lamps, which can also be found at your local hardware store. Though compact fluorescent lamps cost a little more than incandescents, they have a significantly longer lamp life and the savings over the life of each lamp justify the increased cost of replacement.

## **What happens if a light goes out?**

EnerPath Services, Inc. warrants all installations for parts and labor for a period of one year after installation. If a failure occurs for any reason during this period EnerPath Services, Inc. will come back to your site and service the malfunctioning fixtures at no cost. Some light manufacturers provide warranties longer than one year, so if a light fails after the first year you may be able to obtain a replacement lamp through the manufacturer that you can install. Manufacturer warranty information will be provided to customers upon completion of the installation.

## **How do I pay for my energy efficiency measures?**

Option 1: Once the energy assessment and application forms have been completed, the City of San Antonio will determine if you qualify for the City Lights Loan. Your prequalification will be for the full amount of \$3,000.00 and adjusted down to the actual amount upon completion of the work. Your payments will be divided equally for the lesser of a 36 month term or the estimated payback period. You will receive a monthly statement and invoice from ACCION Texas on behalf of the City of San Antonio, Office of Environmental Policy.

Option 2: Self-Finance the energy efficiency measures. Payable to EnerPath by credit card or check.